

HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P.O. Box 272400
Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 10007815-1

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Timothy L. Goldstein

Confirmation No.: 9628

Application No.: 09/909,329

Examiner: Edelman, Bradley

Filing Date: 07/19/2001

Group Art Unit: 2153

Title: APPARATUS AND METHOD FOR PROVIDING CUSTOMER SERVICE

Mail Stop Amendment
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment () Petition to extend time to respond
(X) New fee as calculated below () Supplemental Declaration
() No additional fee
() Other: _____ (fee \$ _____)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	25	MINUS	21	= 4	x \$50.00	\$ 200.00
INDEP. CLAIMS	4	MINUS	3	= 1	x \$200.00	\$ 200.00
[] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM						+ \$300 \$ 0
EXTENSION FEE	1ST MONTH \$110.00	2ND MONTH \$430.00	3RD MONTH \$980.00	4TH MONTH \$1530.00		\$ 0
OTHER FEES						\$.
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 400.00

Charge \$ 400.00 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Respectfully submitted,

Timothy L. Goldstein

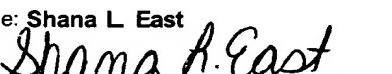
By 

Jon E. Holland

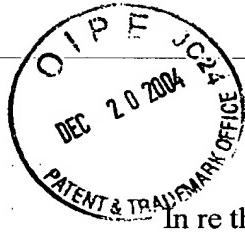
Attorney/Agent for Applicant(s)
Reg. No. 41,077

Date of Deposit: 12/17/2004

Typed Name: Shana L. East

Signature: 

Date: 12/17/2004



2/53
JFw

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:

Timothy L. Goldstein

Serial No.: 09/909,329

) Art Unit: 2153

Filed: July 19, 2001

) Examiner: Edelman, Bradley E.

For: APPARATUS AND METHOD FOR
PROVIDING CUSTOMER SERVICE

) Docket No.: 10007815-1

FIRST RESPONSE

Commissioner for Patents
Mail Stop Amendment
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In regard to the outstanding non-final Office Action of October 6, 2004, Applicant submits the following First Response with amendments and remarks.

It is not believed that extensions of time or fees for net addition of claims are required, beyond those which may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. §1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to Hewlett-Packard Development Company, L.P. Deposit Account No. 08-2025.

Certificate of Mailing

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope, with sufficient postage, addressed to: Commissioner for Patents, Mail Stop Amendment, P.O. Box 1450, Alexandria, VA 22313-1450 on

12-17-04

Signature: Shana R. East

12/22/2004 CNGUYEN 00000013 082025 09909329

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02 FC:1201 200.00 DA